CLAIMS

What is claimed is:

5   1.   A method for managing an on hold call comprising:

receiving a call at a call center;

placing said call on hold in a hold queue until a
10   representative of said call center is available to answer
said call;

transferring said call to an expert while said call is on
hold in said hold queue; and
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responsive to detecting said call at the top of said hold
queue, notifying said caller of an availability of said
representative.

20   2.   The method for managing said on hold call according to
claim 1, wherein said expert is at least one from among a
freelance expert, a query group expert, and an emergency
group expert.

25   3.   The method for managing said on hold call according to
claim 1, wherein said expert interacts concurrently with a
plurality of callers on hold in said hold queue.

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4.   The method for managing said on hold call according to claim 3, wherein said plurality of callers are on hold in relation to an emergency.

5.   The method for managing said on hold call according to claim 3, wherein said expert receives a question privately from a particular caller and repeats said question and an answer to said plurality of callers.

6.   The method for managing said on hold call according to claim 3, wherein a plurality of questions posed by said plurality of callers are ordered in a question queue for managing an order in which said expert answers said plurality of questions.

7.   The method for managing said on hold call according to claim 3, wherein said plurality of callers select to be placed in a broadcast queue that manages the order in which callers are allowed to broadcast a question to said expert and said plurality of callers.

8.   A system for managing an on hold call comprising:

a call center for receiving a call from a caller;

5   means for placing said call on hold in a hold queue until a representative of said call center is available to answer said call;

means for transferring said call to an expert while said

10   call is on hold in said hold queue; and

means responsive to detecting said call at the top of said hold queue, for notifying said caller of an availability of said representative.

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9.   The system for managing said on hold call according to claim 8, wherein said expert is at least one from among a freelance expert, a query group expert, and an emergency group expert.

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10.   The system for managing said on hold call according to claim 1, wherein said expert interacts concurrently with a plurality of callers on hold in said hold queue.

25   11.   The system for managing said on hold call according to claim 10, wherein said plurality of callers are on hold in relation to an emergency.

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12.   The system for managing said on hold call according to claim 10, wherein said expert receives a question privately from a particular caller and repeats said question and an answer to said plurality of callers.

13.   The system for managing said on hold call according to claim 10, wherein a plurality of questions posed by said plurality of callers are ordered in a question queue for managing an order in which said expert answers said plurality of questions.

14.   The system for managing said on hold call according to claim 10, wherein said plurality of callers select to be placed in a broadcast queue that manages the order in which callers are allowed to broadcast a question to said expert and said plurality of callers.

15.   A computer program product for managing an on hold call,
said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for enabling
receipt of a call at a call center;

means, recorded on said recording medium, for placing
said call on hold in a hold queue until a representative of
said call center is available to answer said call;

means, recorded on said recording medium, for controlling
transfer of said call to an expert while said call is on
hold in said hold queue; and

means, recorded on said recording medium, for notifying
said caller of an availability of said representative when
said call is in a top position of said hold queue.

16.   A method for on hold queue management comprising:

   receiving a call from a caller at a call center;

5   placing said call on hold in a first hold queue until a
representative of said call center is available to answer
said call;

10   responsive to information needs of said caller, placing
said call on hold in a second hold queue within said first
hold queue, wherein calls placed in said second hold queue
are answered in order by an expert; and

15   responsive to said call in position to be answered within
said first hold queue, allowing said caller to remain in
said second hold queue or transfer to said representative.

17.   The method for on hold queue management according to
claim 16, wherein calls placed in said second hold queue are
20 answered by a next available freelance expert from among a
plurality of freelance experts.

18.   A system for on hold queue management comprising:

a call center for receiving a call from a caller;

5   means for placing said call on hold in a first hold queue until a representative of said call center is available to answer said call;

means responsive to information needs of said caller, for

10   placing said call on hold in a second hold queue within said first hold queue, wherein calls placed in said second hold queue are answered in order by an expert; and

means responsive to said call in position to be answered

15   within said first hold queue, for allowing said caller to remain in said second hold queue or transfer to said representative.

19.   The system for on hold queue management according to

20   claim 18, wherein calls placed in said second hold queue are answered by a next available freelance expert from among a plurality of freelance experts.

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20.   A computer program product for on hold queue management, said computer program product comprising:

a recording medium;

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means, recorded on said recording medium, for enabling receipt of a call from a caller at a call center;

means, recorded on said recording medium, for placing

10   said call on hold in a first hold queue until a representative of said call center is available to answer said call;

means, recorded on said recording medium, for placing

15   said call on hold in a second hold queue within said first hold queue, wherein calls placed in said second hold queue are answered in order by an expert; and

means, recorded on said recording medium, for allowing

20   said caller to remain in said second hold queue or transfer to said representative when said call is in a top position in said first hold queue.